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Blackberry units provide effortless, mobile access to your email and organizer, allowing you to stay connected and productive when you are away from your desk.

- Retrieves e-mails form your regular e-mail account without giving a specific address, one e-mail address, and multiple accesses whether at your laptop, desktop, or mobile.
- Quickly share information with your Workgroup
- Easily update your appointments and tasks
- Promptly respond to urgent messages
- Easily access web information
- Manage your email more effectively
- Minimize downtime throughout the day
- Stay in touch wherever you go
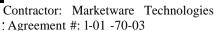
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RFP DGS 9014

AltiServe – Advanced Communication System
In August **2000, we** began installation of AltiServ, the Phone System for the Internet Era. Information on this phone system is shown below:

Some of the Basic Features Available in AltiWare Open Edition (OE)
. Powerful PBX for businesses or branch sites with up to 160 extensions.
. Display and Record Valuable Customer Caller ID Information.
. AltiWare OE comes complete with voice mail with full functioning Virtual Extensions.
≈ Create a personalized voice mailbox for special customers, contractors, or off-site workers.
. Create Message Only Mail Boxes for important customer information.
▪ Easy conference calling.
≈ With AltiGen's auto attendants your customers know they've reached a successful company.
ε Dial by name, department or through a receptionist.
ε Station log in or out. Now you can change extension locations by using your phone keypad. No expensive rewiring charges.
ε Music or message on hold.
ε Message only mailboxes.
ε Overhead paging support.
ε Urgent or future voice message delivery.
ε Call transfer inside or outside the company.
ε Hands Free Intercom for executive communications.
ε Multiple call waiting.
ε Speed dial
▪ Industry Acclaimed Telecommuting Features for the Busy Professional
ε Zoomerang! One number call back lets you answer all of your voice mail messages at once. No more entering your password over and over again. You press only one button!
ε Finish responding to one call and you're automatically forwarded to the next.
ε Whether you're accessing your voice mail from your car or a country half way across the world, when you return a call it originates from your office phone system so you pay one low corporate rate.
ε One Number Access will look for you in up to four different places & in your car, your hotel room or your home office. You choose where you want to be!
ε Your customers only dial one number.
ε Let all your calls follow you or designate only special numbers or schedules.
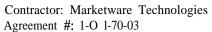
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✍Message notification will page you in the event of an important call. You can also choose to be notified at another number or extension Critical for virtual or offset employees.

- AltiReach remote personal call management lets you manage your call settings via a Web browser from anywhere in the world.
- Remote voice mail access lets you check, forward and reply to messages anywhere at any time.
- Easily attach voice mail messages to email as playable sound files and forward to any one on the Internet.
- Customer Call Distribution Gives You the Power of a Call Center in Your Office
- Create work groups for sales or customer service, or even create an operator Workgroup. When one member is busy the call can automatically be forwarded to the next available work group member or be routed on a round robin basis.
- Our customers can be played helpful product or service announcements or listen to music as they wait in a call queue.
- Create up to 32 work groups with up to 64 members per group. Designate multiple work group membership. Critical for the multitask environment.
- Call View and Work group View Java consoles turns your Web browse into a call manager!
- Gauge calls in queue, average call length and number of calls taken.
- AltiServ with AltiWare OE standards based architecture supports Microsoft standard API's (application programming interface)
- Support for Microsoft's TAP1 to integrate with other TAPI based applications and/or AltiWare IP.
- Microsoft Exchange Integration
- Multiple call Waiting
- AltiServ with AltiWare IP works with AltiWare Open Edition to provide all of the features shown above in addition to the following features
- Streamlined dial plans without call delays or complicated dialing sequences. Placing calls with AltiWare IP is virtually identical to using traditional phone lines.
- Access branch offices with a 3-digit extension.
- Network interoffice voice mail.
- Choose to place calls using traditional phone lines or over an IP network such as an internal Intranet or a virtual private network.
- Place calls phone to phone or PC to phone using IP.
- NetMeeting support with Internet Phone Jack
- AltiServ's integrated design produces superior voice quality.
- Standards based architecture. H.323 version 2, the international multimedia communications standard.

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AltiConsole is AltiGen's software attendant console.
- AltiConsole allows your receptionist to answer up to 50 calls with a single analog phone set.
- Automatic screen pop on incoming calls.
- Caller ID and call status display.
- Overhead paging support.
- Transfer call to one of up to 16 Auto Attendants. Ideal for shared facilities.
- Handle calls using keyboard short cuts, a phone dial pad or the easy point and click interface.
- Schedule AltiServ's auto attendant to answer calls at any time.
- AltiView brings call control to the desktop for quick and easy handling of personal and work group call options.
- Listen, skip, delete and scroll through voice mail messages right from your PC desktop or lap top computer.
. AltiView integrates with Microsoft's Outlook directory to provide incoming call caller ID screen pop.
. Scroll through saved voice mail messages. Point and click to dial straight from your Microsoft Outlook directory.
Configure call forwarding to up to four different numbers.
. Transfer calls directly to a call queue, an auto attendant or voice mail.
AltiView comes with supervisor call monitoring capability.
- AltiView can be accessed remotely through the Internet. Simply log in using your IP address.

Features
AltiGen is leading the way in developing new and creative ways to serve customers. Today's technology can help small businesses work faster, do more, and get better results. AltiServ is packed with advanced features to give you the winning edge.

Boomerang allows you to check message and return multiple calls, all with a single call into voice mail.

With One-Number-Access, you choose where you want to be. AltiServ will look for you in up to four different places, whether you're in your car, your hotel room, or your daughter's soccer game. Your customers only have to dial one number.

AltiServ comes with built-in e-mail server and integrates with Microsoft Exchange. Now you can use Exchange as your e-mail server while maintaining the power of AltiServ's voice mail and e-mail integration.

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Internet Integration

Expand functionality even further through integration with the Internet. Whether you're half way around the world or working from home for the day, staying in touch and changing personal phone settings is a simple matter of accessing your Web browser.

AltiReach Web-based management allows individual users to easily manage station features such as Call Forwarding, Message Notification, and One-Number-Access, whether in the office or anywhere else in the world, via the Internet.

CallView, AltiGen's built-in Java application, brings call control to the desktop. Manage multiple incoming calls and view information like Caller ID, calls in queue, and extension status.. .all on your Web browser.

Remote users can send and retrieve voice mail message over the Internet by using Mixed-Media Messaging, saving valuable time and money.

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CallAnalyst by Trivium

TriVium Systems has announced the release of CallAnalyst 4.0. This award-winning, easy-to-use, call management software has incorporated some powerful new features and several important new enhancements. Utilizing the innovative elements of this advanced business telephone tracking software will result in a definite business advantage for small and medium-sized companies seeking greater efficiencies in company resource utilization and overall cost savings. Key enhancements to CallAnalyst 4.0 include:

Reporting

Trunk Usage
> Analyze number of phone lines in use at any given period of time.
> Predict and plan additional lines
> Balance the load on the phone switch eliminating customer complaints.

Call Detail by Contact
> List contact names and locations by city and state for each call.
> Eliminate time-consuming manual cross-referencing.

Call Detail by Country Codes
> Group international calls by extensions to easily determine origin.

Total Costs by Extension
> Summarize important billing costs used by contractors, tenants, etc.

CDM Configuration Tool
Set up and test communication to the phone switch.
Expanded Online Help
Access to additional detailed help information containing helpful screen shots.

Compatibility
CallAnalyst runs on Windows 2000, Windows NT and Windows 95/98. CallAnalyst is easy-to-use, client/server-based software, which provides advanced call tracking at an affordable price. Designed specifically for small and medium sized businesses, CallAnalyst is the industry's fastest growing call accounting software package. Compatible with most phone systems, CallAnalyst integrates with a wide variety of contact management, sales automation and time billing software packages.

CallAnalyst monitors and analyzes phone calls measuring business phone usage.

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CallAnalyst tracks inbound and outbound calls, date and time of the calls and identifies incoming callers using the Caller ID service from the local phone company.

Features
- Network and multi-site reporting capable
- Integrates with all popular Key telephone and PBX systems with no need for a stand alone PC
- Wide variety of call reports that can be customized:
- Date/time and area code reports
- Billing reports
- Reports based on dates, times, extensions, durations, names and numbers
- Customizable reports
- Fraud monitoring
- Automatic scheduling of reports and data archiving

With CallAnalyst, you can:
- **Track real-time phone usage for incoming and outgoing calls**
- Monitor customer service metrics
- Measure telemarketing and inside sales productivity
- Provide billing reports for client lines

Improve Business Productivity with CallAnalyst
CallAnalyst is the ideal tool to aid in understanding sales productivity and the effectiveness of marketing programs, allowing for correlating revenues to sales and marketing programs.

Get Information You Need with CallAnalyst Reports   Section VI, O1, 6
                                                          Reporting

CallAnalyst has a powerful client/server-oriented reporting module allows for fast generation of detailed or summary reports, measuring productivity, tracking local and long distance usage' and monitoring phone abuse.

This module will be customized to provide the reporting to the State Contract Manager. This reporting will include:

- Number of calls received
- Time on hold
- Number of disconnects

![MicroAge SACRAMENTO logo]

Section VI, C, 2,1
Customer Service

We will also work with the State Contract Manager to tailor this reporting to provide the most meaningful data and continually meet the needs of the contract.

Make Billing Easy with CallAnalyst Reports

CallAnalyst will accurately determine our business phone usage.

CallAnalyst - the best in relationship management solutions

CallAnalyst provides easy-to-use advanced call tracking tools.

CallAnalyst increases productivity and Customer Satisfaction.

CallAnalyst is an easy-to-use, graphically oriented software package records phone usage, analyzes phone calls, and cut costs. With Caller ID service tracking of who is calling is possible. CallAnalyst accurately tracks the date and time of both inbound and outbound calls.

Partnerships

We have carefully selected other state-of -the-art vendors to supplement our proposal. Our objective here is to offer additional services that will be deemed of significant value to the State of California and local governments throughout the life of the contract.

Jamcracker takes care of the day-to-day management of the IT infrastructure--such as application integration, server management, user support, and more-while you focus on making IT a more strategic asset for your organization.

Jamcracker aggregates top web-based IT and business services from multiple vendors, integrates them together so that data gets shared appropriately, adds in 24x7 customer support, then delivers it all to you and your users through a single portal on the Internet, called Jamcracker Central.

Jamcracker can help eliminate the daily requests and problems preventing you from accomplishing the strategic tasks that contribute directly to the growth of your company--tasks like implementing e-business software to drive new

revenues or consulting with engineers to evaluate technologies for the next version of your product. Working on these kinds of strategic IT initiatives is probably the main reason you got into IT in the first place.

With Jamcracker, your users can get support 24 hours a day, when it's convenient for them. Your users will also appreciate the single point of contact for all these applications. They call a single phone number for support, regardless of the specific application. Single point of contact also means that a single login to Jamcracker Central on the Net gives users instant, 24x7 access to all their IT services like e-mail, web conferencing, expense reporting, and more. No more being tied to the office for these critical tasks, and no more remembering multiple usernames and passwords.

Allows you to better utilize and retain your skilled IT staff--and have more fun too. One of the biggest challenges IT directors face is employee retention. And a major reason for employee departures is that facing a daily litany of complaints from users, as most IT administrators do, isn't most people's idea of fun. But when Jamcracker takes those issues off the table, work can get much more fun.

New Horizons is the world leader in computer training. With more than 250 locations in over 40 countries and numerous training options to choose from, you will be sure to find the course you want, where, when, and how you want to take it. Choose from more than 300 desktop application courses that will help you boost your productivity, increase skills, and stay abreast of rapidly changing technology.

New Horizons offers one of the world's largest networks for Microsoft, Novell, Lotus, Sun, A+, Internet Professional and other technical certification courses.

Achieving higher employee proficiency and productivity has never been easier. Our major corporate clients are assigned one point of contact, access to our Web Registration and Management System, on-line reporting and centralized billing.

To consistently deliver the highest-quality learning experience, we only use certified professional instructors who are regularly tested on content and presentation skills. After completing our rigorous testing, each instructor is evaluated by every student. Instructors must maintain a 92 percent approval rating.

Large organizations need to train thousands of employees spread across the country and the world. Our major accounts partners enjoy coordinated scheduling and billing, a single client service representative, and customized classes.

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After classes, we provide a 24-hour help desk staffed by computer professionals 365-days a year. If you're part of the New Horizons family, you can get help whenever you need it. We stand behind the quality of our training. All of our courses come with a full guarantee: you may retake any course within six months-free.

Rhythms

Rhythms provides DSL-based, broadband communication services to businesses and consumers. The company's services include high-speed, "always on" connections to the Internet and private networks at speeds ranging from 144 kbps to 7.1 Mbps (approximately 125 times the speed of today's fastest dial-up modem). Rhythms' customers include Internet service providers (ISPs), telecommunications carriers and broadband communication services resellers.

Rhythms Net Connections Inc. is a North American provider of DSL-based, broadband communication services to businesses and consumers. Based in Englewood, Colo., Rhythms currently serves 42 markets, covering 73 MSAs. Telecommunications services for Rhythms are provided by Rhythms Links Inc., a wholly owned subsidiary of Rhythms

Rhythms provides innovative and affordable DSL broadband communication services. Our DSL services are available. in most major metro areas throughout the United States and Canada. They're speeding up the way people connect to the Internet and one another at home and in business.

They excel when compared to dial-up and cable modems, ISDN, or T1- in price, speed, and reliability.

Rhythms is different. They're experienced. They're established. They're focused on the end user. Their partners include some of the best and brightest in the telecommunications and software industries: Cisco Systems, Microsoft, MCI WorldCom, Qwest, and Excite@Home, among many others. And they've planned for the long haul, forming critical strategic alliances and building a foundation for excellent customer support.

Easy to buy, easy to get, and easy to use DSL services.

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Logilent `

Logilent is building a global e-Learning community. Logilent combines a commitment to deliver high quality, cost-effective IT e-Learning solutions and an innovative business model that enables them to respond quickly to customers and to a rapidly changing market. They are successful in this by adhering to the following principles:

- Value the customer by anticipating their needs, and exceeding their expectations
- Value prospective customers by learning what motivates them to buy or not buy from them, and use that knowledge to deliver the best solutions in the business
- Partner with the customer by building and maintaining long-term relationships founded on shared goals
- Exercise industry leadership by continually looking to the future
- Work as a team and share a unified vision by giving employees a personal stake in the company's success
- Deliver best-of-class products

The benefits of investing in IT training to certification levels for employees, customers and channel partners are numerous.

Increased Employee Retention
Employees at companies that invest in their ongoing professional development are significantly less likely to leave a company than their counterparts at companies that do not invest in certification.

Increased Productivity and Decreased Downtime
IT managers generally rate technical staff with certifications as more productive than their non-certified counterparts.

Quantify the Skills of Your Staff
Anyone can claim they have a particular skill set, but a certification actually proves it. Companies can use certification as a measure to quantify the collective skills of their staff, so that they can effectively manage their department or company's skills inventory.

Bottom-Lines Benefits
Training improves the bottom line. A study by the ASTD (American Society for Training and Development) found that companies that invest in training achieved 36% higher gross profits per employee.

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Approach

Because everyone learns differently, at Logilent, IT professionals – whether they are our customer's employees, their customers or channel partners - need only to study what they don't know. As a function of Logilent's Prescriptive Learning process, every student is pre-assessed to determine existing skills. These abilities are placed into a skills catalog; a collection of pre-determined traits that is individually unique. Each student then is assigned Lesson Plans to include an array of multi-sensory learning tools such as hands-on live labs, community chat rooms and forums, mentoring with technical advisors and professors, online lecture notes, study guides, interactive simulations, videos and CD-ROMs:

It is the combination of these interactive learning objects that make the Synergy Learning System so effective. Each student chooses the tools that best stimulate learning. This accelerates retention and recall, and decreases overall study time. The Synergy Learning System is a successful model of web-enabled e-Learning that continually delivers 92% pass rates.

Logilent was the first in the industry to offer this type of Prescriptive Learning in a web-enabled format in 1994. Whether your needs are to train one or one thousand, Logilent provides the best learning environment on the Internet today.

Live Product Labs - No amount of studying can compare to hands-on training. That's why Logilent has developed patent-pending hands-on live labs to enrich each individual's training experience. Students access a real network environment hosted at Logilent with client-server functionality.

Logilent knows that every student gets fast, efficient skills transfer with hands-on labs. That's why they're proud of their online heritage in live lab technology. Logilent has provided over 5000 exclusively designed labs to their customers since 1994 -a key reason why so many customers return for additional training.

At Logilent, students perform live labs by remotely controlling Logilent in-house servers and routers. Students have unhindered access to the products they are learning, and ultimately can effectively and "crash' systems with absolutely no damage to real-world environments. The ability to access real technology is a major learning tool for most students.

RouterLIVE - this proprietary real-time engine provides Logilent customers the next level of interactive e-Learning. This fully integrated platform was custom developed

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for Logilent, and is Patent-pending. RouterLive currently functions as middleware between the Cisco student and a group of back-end interfaces.

RouterLive can easily be modified to control and manipulate numerous network 'devices. For instance, routers and switches are linked together to control logic and all input/output functions. RouterLive is capable of almost unlimited simultaneous users, and provides a truly and "real-world" experience for Logilent customers.

RouterLive provides 100% Port 80 compliance through any standard browser, is written in Java for cross-platform accessibility, is easily setup with automatic install features, and has low bandwidth requirements. Sessions are built on advanced security protocols with disaster recovery and auditing functionality.

Mentoring- Interaction with a technical expert is a critical part of any IT training experience. At Logilent, students have access to certified IT professionals and Logilent Subject Matter Experts. We also provide 24-hour online customer response for any student in any course.

Community - Logilent enables students to actively participate in a community of peers, IT professionals and professors in My Campus. My Campus is the voice of our active student body and is an ever-changing environment with course related tips, industry specific news events, and upcoming Logilent activities.

My Campus is customer and course specific. For example, a student taking a Cisco course won't see tips for a Microsoft course. And as a valued customer, you can modify what your student reads and accesses. In addition, Logilent can publish specific information for each customer; only students enrolled in a customer-specific course can view the content.

Study Guides - Logilent provides various study guide option for students, including approved curriculum or training newsletters, as supplied by our authorized learning partners, and exclusive content developed by Logilent Subject Matter Experts. Study guides may also include reference material, manuals and textbooks written by industry-recognized IT professionals.

Online Lecture Notes - Logilent's Subject Matter Experts and Instructional Designers develop lecture notes for each lesson. These lecture notes highlight the most important take-aways from each lesson and provide an easy-reference guide for each learning objective.

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Videos - Logilent incorporates videos from leading video producers - such as
LearnKey and Keystone Learning Systems - into our lesson plans. These multi-
volume videos provide comprehensive coverage of the major topics of each course
from experienced, certified trainers. Segments of these videos are included in the
lesson plans and provide the learner with an additional resource for further self-
study.

Interactive Simulations - Logilent incorporates the official courseware from the
education departments of our technology partners into the lesson plans. The
education divisions of Cisco, Microsoft, and Novell each develop CD-ROMs and
web-delivered courseware that illustrates concepts and test user comprehension in a
self-paced, interactive approach.

Logilent offers programs in the following **IT certification programs:**

CISCO SYSTEMS, INC.
Cisco Certified Network Associate (CCNA)
Cisco Certified Network Professional (CCNP)
An individual who holds a Cisco certification has demonstrated an expertise in
Cisco products. Cisco certification programs begin at the associate level and range
through expert level. Logilent is committed to providing e-Learning format courses
that train and prepare the technician to successfully pass the Cisco certification
exams.

MICROSOFT CORPORATION
Microsoft Certified Systems Engineer (MCSE) - Windows 2000
MCSE - Windows 2000 Upgrade from Windows NT
Microsoft Windows NT 4.0
As an authorized Microsoft@ Certified Technical Education Center (CTEC), Logilent
can provide a fast and cost-effective solution for any company running Windows
2000 or Windows NT products. From the desktop to high-end clustered servers, the
Microsoft Windows 20008 product line provides the tools to Internet-enable a
business, strengthen systems reliability, cut costs with improved management, and
take full advantage of new hardware and communication products. '

NOVELL
Certified Novell Administrator (CNA)
Certified Novell Engineer (CNE)
Logilent is an official Novell Online Training Provider with products designed to
make IT professionals the expert on designing, implementing, troubleshooting, and

maintaining NetWare products. Logilent provides the interactive training environment for IT professionals to gain valuable skills in association with two key Novell certifications: CNA and CNE.

COMPUTER TELEPHONY INSTITUTE
Computer Telephony Engineer (CTE)
Logilent courses in computer telephony are vendor independent and focus on the fundamentals of Computer Telephony (CT) integration and technologies. An IT professional that is CTE Certified and trained through Logilent has demonstrated the skills necessary to interpret customer CT requirements, understand comprehensive, multi-vendor CT systems, and quickly assimilate working knowledge of new CT products.

LINUX PROFESSIONAL INSTITUTE
LPI Certified technician has developed and demonstrated the knowledge and skills to successfully configure, administer, and manage all aspects of Linux systems and their connectivity into data networks. Logilent is a Silver Sponsor of the Linux Professional Institute (LPI). We continually develop and deliver courses designed specifically to meet LPI objectives.

Logilent provides the following LPI courses:
101: General Linux Course
The General Linux Course I (LPI-101) provides distribution independent Linux technology training. This LPI objectives-based course covers Linux operations, components, and administrative activities.

102: General Linux Course II
The General Linux Course II (LPI-102) provides distribution neutral Linux® technology training. This LPI objectives based course covers Linux hardware and services configuration and management.

COMPTIA A+
Logilent provides training courses on CompTIA's A+ Certification; a fundamental program focused on providing individuals with standardized computer hardware and software skills. A+ Certified Technicians possess the confidence, knowledge, and customer relation skills essential for success in the computer industry.
Logilent provides the two fundamental courses for A+ Certification:
PC Hardware Support Skills (CompTIA exam 220-201)
Operating System Support Skills (CompTIA exam 220-202)

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JAVA

Logilent delivers training for the Sun Java 2 Platform. The Java 2 Platform is the definitive environment for enterprises aiming to build and install Web applications that run on a variety of computers, servers and other computing devices. The Java 2 Platform delivers the performance, security, stability and feature sets that developers worldwide have asked for. This course prepares students to take the Sun certified exam: 310/025.

ActionCall, LLC

Help Desk Support - Anywhere - Anytime. Fixed Cost - Unlimited Use

ActionCall, LLC is THE ONLY HELP DESK that offers true economics for the **PC** end user. ActionCall is the only fixed cost, unlimited use Help Desk. ActionCall provides high-tech support that improves productivity, profitability and employee morale.

With today's rapidly evolving multi-platform and multi-operating system environments, technology support is anything but simple. The strategies and tactics behind yesterday's support structure are not in step with today's desktop, networking, and communications technologies.

ActionCall has created from the ground up a high-tech Help Desk center. Our employees are technically advanced, Help Desk 2000-Certified engineers using state-of-the-art software tools that help diagnose, fix and prevent problems.

ActionCall does not sell or distribute any products- it only provides support anywhere - anytime.

They Feature:
Experienced Staff: More than 600 professionals to help your end-users on a variety of PC applications.

Quality Approach: All technical specialists trained in Quality Management.

Efficient Process: Call escalation process ensures continuous effort to your end-users, from problem identification to successful resolution.

![MicroAge Sacramento logo]

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Tailored Delivery: Supported products are defined so you can focus on the specific multi-vendor software needs of your end-users.

Easy Access: Single number for a fast connection to an expert technical specialist.

Increased User Productivity: Expert assistance and quick problem resolution mean greater end-user efficiency.

Enhanced Decision-Making: Monthly performance and activity reports help you make informed decisions regarding management of your evolving desktop environment.

ActionCall is headquartered in California.

Technology Refresh

Within the past six months, MicroAge of Sacramento has begun and successfully completed a technology refresh project in their Sacramento Offices.

This project was planned and organized by Brad Miller, the Director of Professional Services and approved by Darryl Johnson, owner of MicroAge of Sacramento. The original assessment included all facets of technology used in the organization. The implementation was accomplished by the MicroAge of Sacramento Engineering Team.

This is significant as our entire Engineering Team (NSE's) is now freshly experienced with all facets of this state-of-the-art technologyrefresh.

To more readily accommodate the new ERP software, all the existing file servers (16) were replaced with seven Compaq Proliant DL 380s, which are Pentium III MultiProcessors. The Windows 2000 Advanced Server with current application software was installed, such as; Exchange 2000 and SQL 2000.

A new firewall was implemented using SonicWall VX Pro with IP Sec and NAT.

Virus Protection was also implemented at the Server Level, the Workstation Level, and the E-Mail Gateway level using TrendMicro Virus Protection software.

CITRIX was installed for remote connection and administration.

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All desktop units were changed to Pentium III, H/P 850 EPC's all with 128mb RAM and 10gb hard disks.

Migration from legacy PBX to Computer Telephony Integrated System with Unified Messaging, which allows calls to be managed from the desktop. Also migration from a legacy Accounting system to the SQL based ERP System (AXAPTA) was completed and is now in full use.

A Mobile Wireless Unit (16 processors) was implemented to replicate the infrastructure in a lab environment. This allows for training of Engineers, testing of changes in a real world environment, and demonstrations to customers.

A Storage Area Network (SAN) is now fully functional. This includes a separate fiber channel for backup. We believe this is the only fully functional SAN in the Sacramento Area.

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S A C R A M E N T O

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Customer Support
See Exhibit 8

Section VI, **A3, 1**
Customer Service Center

MicroAge of Sacramento proposes four different levels of support for customers or prospective customers of the State Microcomputer Store:

Personal (in person, either at customer site or in the Customer Service Center)
      Network System Engineers
      Technical Consultants
      Customer Service Representatives
      Account Managers
      Services Coordinator
      Catalog Coordinator
      General Manager
      Director of Contract Compliance
      Owners of MicroAge of Sacramento (Located in Sacramento)

Telephone
      Network System Engineers
      Technical Consultants
      Customer Service Representatives
      Services Coordinator
      Catalog Coordinator
      Account Managers
      General Manager
      Director of Contract Compliance
      Owners of MicroAge of Sacramento (Located in Sacramento)

E-mail (including wireless)
      Network System Engineers
      Technical Consultants
      Account Managers
      Customer Service Representatives
      Services Coordinator
      Catalog Coordinator/Forum Monitor
      General Manager
      Director of Contract Compliance
      Owners of MicroAge of Sacramento (Located in Sacramento)

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Web **Site**
>Product Catalog (order status, pricing, inventory, etc.)
>Product Comparisons (features/prices)
>State and Local Government Forum
>Expanded Product Descriptions
>Expanded Manufacturers Available
>Requests for other services (evaluation equipment, catalog, planning guides, on-site personnel, etc.)
>Agency Specific Catalogs
>Technical Center/Support
>Manufacturers links (technical, updates) and technical forums.
>Extensive customer help features.

Each of these needs for support or service, including all of the additional service and support we are offering are shown in Exhibit 8, with references to the RFP. The Exhibit shows examples of how we would envision these support requirements to be fulfilled, with the customers' potential choices of methods to use.

Consultation   **Section** VI, Cl, **4a**
                                                          Free Technical Consultation

A primary objective of this contract is relationship building between the supplier and the customers. Probably many of the computer users who purchase under this contract do not have ready access to computer expertise in their own department, county, city or school district. This is the service offering which can fill that need. We plan to offer free consultation on all industry matters using high quality, well trained and experienced personnel. Further, we will ensure these people are experienced in dealing with computer users and have a good knowledge of the government marketplace.

                                                          Section VI, Cl, 4b
                                                          Free Technical Consultation

These Technical Consultants and Network System Engineers will offer their "no fee" (as defined in RFP DGS 9014) consulting at the customer site, in the Customer Service Center, through the Forum, and by telephone and e-mail. We have designed into the proposed website and product catalog many features that will be of significant help to prospective buyers to ensure the right hardware and software is acquired for the job at hand. However, even those features cannot build the

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relationships we desire. This consultation offers the face-to-face contact that builds
relationships that will last, and gain us the statewide reputation we will need to
successfully market this contract and our products. We wish to be the default choice
for computer expertise and knowledge to state and local governments and
educational institutions. We wish to be the contact to the outside computer world
for many of those computer users in government who desire to be kept aware of
industry trends and new products. In addition, these consultants will operate as the
customers' advocate to MicroAge of Sacramento.

These services can also be of great value to other governmental organizations in the
State of California who may become users of this contract. So, this consulting service
is offered in all facets of our proposal, including it's prominent position in our
proposed web site.

MicroAge of Sacramento acknowledges that Parts One and Two of Section VI are
mandatory requirements that will be incorporated as part of the contract, however
we have referenced some of these requirements to discuss key elements of our
proposal and demonstrate how our proposal exceeds the basic requirements. In this
section we will also reference enhancements that MicroAge of Sacramento is offering
to customers of 'this contract.

The omission or misstatement of any requirements is not to be interpreted as a
deviation of any of the requirements of RFP DGS-9014. It is our intent to meet
and/or exceed all of the requirements. MicroAge of Sacramento also acknowledges
that certain additional features offered my require revisions and/or approval by the
State Contract Manager before they can be offered to customers of this contract.

Equipment Installation   **Section VI, A4**
                                              Standalone   Installation/Setup

There are several facets of this service offering. Customers may order this service at
the same time as hardware and software is ordered, or at any time for that matter.
When installation is ordered, we will perform the functions as detailed in our Part
Four response. If the installation is performed by the customer, we will answer
questions that may arise regarding hardware, software and peripherals. This can be
done in person at the Customer Service Center or customer site, by telephone or e-
mail, and help can be obtained from the new website. Those items on the web site
that could prove helpful are the manufacturer links, and the manufacturer forums.
In addition, the State of California Forum may provide the information needed. The
personnel at the Customer Service Center (Technical Consultants, System Engineers,

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Network System Engineers, Services Coordinator, and Catalog Coordinator) will be trained and up-to-date on installation procedures on all the products offered for sale under this contract. More information on the specifics of this service can be found in our Section Four response.

Equipment Operation   **Section VI, Cl, 2**
                                                          Customer Service/Support

Even simple problems can reduce the effectiveness of a computer system or render is unusable. Many of the problems in this category are due to a lack of knowledge about operation of the equipment (or software). We believe many of the solutions are only a phone call (or e-mail) away. Our staff at the Customer Service Center will be trained and up-to-date on all facets of operation of the equipment sold under this contract. Also, the web site will offer manufacturer links to technical information and forums that will be helpful. The State of California Forum is also available and is monitored on a full time basis by highly qualified personnel.

Network Consulting   **Section VI, Cl, 4**
                                                          Free Technical Consultation

Network System Engineers, System Engineers, and Technical Consultants will offer their network expertise and experience to customers and prospective customers. These positions will be able to respond to and resolve questions about networking products and network operating systems. In addition, they will offer network configuration services and offer the ability to demonstrate these products and software. Other Network services are described in our Part Four Response. This service is offered in person at the customer site, in the Customer Service Center, or by e-mail and telephone.

Invoicing/Delivery Follow-up   **Section VI, Cl, 2, a**
                                                          Customer/Support Service

This information, when requested by a customer, is provided by a Customer Service Representative. Each account (department, division, agency) will have a specific CSR assigned to them. This person will be the first line of administrative support serving each department or division. These CSR's and Technical Consultants will respond to all requests for information, such as; order and/or configuration information, follow-ups on delivery schedules, questions regarding invoices, equipment installation or operation information, etc. These questions can be presented in person at the Customer Service Center, or by e-mail or telephone. The CSR or Technical Consultant will respond by telephone or e-mail, within 2 hours or

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sooner. CSR's are backed-up by Technical Consultants. This ensures there will always be an ample amount of staff at the Customer Service Center to provide a prompt response to every inquiry. In addition, the State Store website offers a wealth of information regarding order status, including historical information.

Product and Services Pricing   **Section VI, F1, 6**
                                                    Electronic Catalog

Complete and accurate product pricing information, updated each morning by 6:00am, is contained on the new web site in the Product Catalog (including all Agency Specific Catalogs). Current pricing and product availability can also be obtained from CSR's at the Customer Service Center, or by e-mail and telephone. The system (Product and Services Catalog) has the ability to operate on a "real time" basis. This would include inventory availability, order status, tracking data, etc.

Price Protection   **Section VI, 11, f**
                                                   Pricing

Pricing for products or services is determined by the requirements of RFP DGS 9014. If lower, pricing from worksheets produced from the on-line catalog and/or quotes provided by MicroAge of Sacramento CSR's is protected for a ten (10) day period. **MicroAge of Sacramento will comply with the RFP DGS 9014 requirements on all pricing issues.**

On-Line Ordering   **Section VI, K1, 1**
                                                   On-Line Ordering

MicroAge of Sacramento has reviewed the objectives of the CalBuy system and understands your desires with that system. We have implemented on-line ordering in our Product and Services Catalog system and it can be evaluated at this time. Although we have limited the "work flow" to the single capability of order review, you will note that at the bottom of the open worksheet page there are buttons for Form 65, Purchase Order, etc. Each of these buttons, and others as defined by the user, can be used to electronically send the order directly to MicroAge of Sacramento. Presently the Purchase Order number is assigned by the system. This will also be a user defined preference when the State implements on-line ordering. Exhibit 27.

Any department who requests an Agency Specific Catalog will have the ability to implement on-line ordering immediately (with any necessary DGS approvals).

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We understand that our system does not replicate exactly how the new State system will work but we desired to exhibit the capability of on-line ordering, and the willingness to work with the State when the appropriate time arrives. We agree to develop our portion of an on-line ordering system to accommodate the interface with the State system.

Special Pricing Request   new service

There may be situations where, on potential orders (with high dollar amounts), customers may wish to request better pricing than that posted in the on-line catalog. This may be easily done by electronically routing your completed worksheet to your MicroAge of Sacramento Technical Consultant/Account Manager as a Special Pricing Request. This request will be evaluated by MicroAge of Sacramento and based on the products involved and the order value will be approved or denied special pricing. The worksheet will be electronically routed back to originator with appropriate pricing and comments. Registered Users using the workflow feature of the on-line Catalog can exercise this procedure. See Exhibit **28.**

Enhanced Search Engine   Section VI, F1, 1d
Electronic Catalog

The search engine provided with the Product and Services Catalog in enhanced in several ways. We are providing the search capability by those criteria requested in RFP DGS 9014 for this contract (Manufacturer Part Number, Manufacturer, Category, Keyword, and Energy Star). To provide additional features, we are offering searches by Keywords (up to five), and System Bundles. Also, the Simple Search feature allows for searching within previously "found" groups. Use of drop-down menus and the ability to browse the catalog by state-provided categories is also included. This applies to both the standard and agency specific catalogs.
Exhibit 16.

Bundle Establishment/Ordering   new service

Departments may establish a particular configuration of equipment for a specific class of employee. These standards may consist of a microcomputer, monitor, printer, network card, etc. These departments that have this procedure, or wish to establish this procedure may assign a person(s) in that department with the responsibility of establishing one or more bundles of hardware for these users. Each bundle of hardware and software can consist of several catalog items, and will be named by the departmental administrator, i.e. Administration Bundle. An

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established bundle will appear under the Bundle menu, on the Enhanced search page, as well as under Browse Catalog. Bundles are priced at the total of the components, and will be able to be ordered with a single click. Once ordered or "placed in cart", the identity as a bundle is gone. Only the line items are shown. There is no limit on the number of bundles a specific customer may set-up. This is a very convenient feature and will be widely used by all "Agency Specific" customers willing to make the initial investment in time and local procedures.

Customer Templates   new service

Many customers have situations where the same order is placed each month (or on some regular basis) for items such as printer supplies or other consumables. These orders may consist of several items or components. Each registered user of the Product and Services Catalog will be able to establish their own templates for order simplification. Any number of catalog items may be grouped together in a single template. The named template will be priced at the sum of its components and can be ordered with a single click. Once ordered or "placed in cart", the identity as a template is gone. Only the line items are shown. There is no limit to the number of templates a registered user may establish. This feature is available to all registered users and also should be widely used. With this feature, a minimum of time investment is required. Exhibit 29.

Order Tracking and **Status (Guests)**   **Section VI, F1, 2**
                                                              Order Tracking

All of the required features of the on-line Product and Service Catalog are available to customers without a requirement for log-on. Any of these customers or browsers may use the system as a "Guest". This also allows users to search for any order within the system by entering Purchase Order number or vendor order number. Results of this search will be available by line item. Exhibit **18.**

Order Tracking and Status For Registered Users   **Section VI, F1, 2**
                                                              Order Tracking

To provide this wide variety of additional services in the most complete and easy-to-use way possible, we are using an optional log-in system on the State Store Web Site when using the Product Catalog. As a registered user enters their name and password, all worksheets and orders placed (or in process) by that person in the past 30 days will appear, with order status, purchase order number, and MicroAge of